



Building Sustainable Digital Accessibility Across County Government

County governments must meet digital accessibility requirements under Title II of the Americans with Disabilities Act (ADA). Websites, applications, documents, and third-party systems are often managed across multiple departments, making accessibility efforts difficult to coordinate and prioritize. Accessibility gaps can be difficult to track and resolve, limiting residents' access to essential services and increasing compliance risk for the county.

County government challenges

Limited centralized data makes accessibility risk difficult to prioritize.

County websites, applications, documents, and digital services may be managed across different departments and offices. Without centralized information, teams can struggle to determine where accessibility barriers exist, which resident services are most affected, and what should be addressed first.

Accessibility requires more than automated scanning.

Automated testing alone cannot fully determine conformance with the Web Content Accessibility Guidelines (WCAG), user experience, or accessibility across critical digital services.

How Level Access helps

County-wide accessibility insight



Gain centralized insight into accessibility across counties with continuous monitoring across every county website, application, and portal, and brings the findings into one place.

Comprehensive accessibility testing



Combine automated monitoring across your county properties, with accessibility expertise, assistive technology validation, and remediation guidance to support WCAG 2.1 Level AA conformance.

High volumes of public-facing documents create ongoing accessibility risk.

Counties continually publish permits, applications, agendas, meeting packets, public notices, and PDFs, making accessibility difficult to maintain consistently over time.

Prioritized document and form remediation



Identify high-use and high-impact documents and forms, prioritize remediation around the content residents depend on most, and establish processes for maintaining accessibility as new materials are published.

Third-party technology can introduce barriers into essential county services.

Permits, public records, payments, court systems, elections, and other services often rely on vendor-supported technology. Limited accessibility evidence can make it difficult for counties to understand risk before or after a platform is adopted.

Vendor and procurement accessibility support



Review completed Voluntary Product Accessibility Templates (VPAT®) / Accessibility Conformance Reports (ACR), test platforms independently when vendor documentation is thin, and monitor vendor-supported systems after go-live, so barriers aren't built into permitting, payments, or court records systems for the length of the contract.

Distributed ownership can make accessibility difficult to manage consistently.

Responsibility for accessibility can span IT, communications, procurement, legal, permitting, elections, courts, and other departments and offices. Without shared processes and defined ownership, accessibility work can become inconsistent and difficult to track across county government.

Clear ownership across independent offices



Establish repeatable processes, defined ownership, department-level reporting, and shared program data to coordinate accessibility responsibilities and strengthen accountability across the county.

Accessibility needs to be sustained as county services change.

Counties continually publish content, update websites and applications, adopt new platforms, and change digital services. Without ongoing monitoring, testing, training, and governance, new barriers can emerge and previously addressed issues can return.

Continuous accessibility management and expert support



Keep monitoring in place as departments update pages, adopt new platforms, and change services, so issues you have already fixed do not resurface. Access expert guidance and training to maintain accessibility across county services and help teams determine what to address next.

Achieve and sustain accessibility across county services

Level Access helps county governments build sustainable accessibility programs that support ADA Title II compliance, strengthen accountability across departments, and improve access to critical services for every resident. [Talk to an accessibility expert](#) about your county's accessibility needs.

